

CHUCK E FOCUS

Week 24 – June 16, 2017

1707 Market Place Blvd Suite 200
Irving, TX 75063
972-258-8507



CHECK OUT THESE NUMBERS!

SHOUT OUT TO THESE OUTSTANDING RESTAURANTS IN MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!

	Restaurant	2016	2017	YOY Increase
1.	Middletown, NJ #480	\$13,502.56	\$20,503.53	51.8%
2.	Reno, NW #316	\$26,593.38	\$39,236.72	47.5%
3.	Catonsville, MD #412	\$30,057.49	\$44,193.04	47.0%
4.	Annapolis, MD #050	\$18,190.59	\$26,069.34	43.3%
5.	North Charleston, SC #385	\$35,556.34	\$49,671.57	39.7%
6.	Laruel, MD #087	\$17,051.56	\$23,532.29	38.0%
7.	Montgomeryville, PA #455	\$12,933.89	\$17,230.10	33.2%
8.	Boise, ID #959	\$14,197.74	\$18,710.38	31.8%
9.	Glen Burnie, MD #474	\$24,379.11	\$31,963.62	31.1%
10.	Peoria, IL #360	\$15,608.96	\$19,926.35	27.7%

CAST member SPOTLIGHT OF THE Week



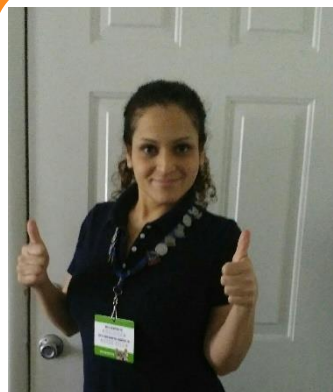
CENTRAL

Meet Braya Starkey, Cast Member in restaurant #665 Olathe. Braya has been a super star with Chuck E. Cheese for 1 year now and counting. Braya is outstanding in everything she does! She just graduated from High School and is now working her way up to becoming a manager!



NORTHEAST

Meet Erika Hill, Cast Member in restaurant #535 Bridgeville. Erika has been a super star with Chuck E. Cheese for 19 years now and counting! She has an incredible work ethic, is very good with guests and is amazing at waking up Chuck E. She constantly goes above & beyond to make every guest leave happy. She is always leading by example and strives to be the best.



WESTERN

Meet Waldina Vargas, Cast Member in restaurant #314 Henderson. Waldina has been a super star with Chuck E. Cheese for 10 years now and counting! She is a team2, Sauce Boss, and amazing at everything she does. Her attention to detail and love for standards makes Waldina idolized for her skills. She can make a perfect pizza to standard, weights and all, blindfolded while dancing!

dear chuck e...



I wanted to write a compliment about one of the nicest, prettiest, hard working managers I have ever met. We went to the Johnstown Chuck E. Cheese on Friday night and when we got there the store was fairly busy. We don't come here often but we wanted a special night out with our grandkids. Even though there were a lot of people in the store we were able to find a clean table very easily. Shortly after we found our table, Sara, the manager came over to us and asked us if we were finding everything ok. She said that if we had any issues or needed anything at all she would love to help us out. She even got down and talked to the kids and introduced herself. My shy grandkids related to her right away and wanted to become best friends with her. The pizza was so good that we might just start using Chuck E. Cheese as our carryout pizza place. To wrap things up, I just want to add that the whole time we were at this store Sara never stopped working. She was wiping tables, helping the cashier, taking pizzas to people and so on. I never see managers at other places working as hard as she was. Usually you go somewhere and just see the manager standing around barking orders out. Sorry for writing so much I just wanted Sara to get the recognition she deserves. We will be coming back to this Chuck E. Cheese for sure hopefully when she is working. I could tell that she really cares about the guests. Not just us, we saw her checking in on everyone making sure that they were all having fun. I hope this comment gets her recognized throughout the company because she deserves it. Every store needs a "Sara" for sure. Thank you Sara for making our night so special! We appreciate it so much and when we come back if her boss is there, we will be letting him/her know how lucky he/she is to have Sara as one of their managers. Thank you Sara! I hope you are able to read this compliment and we hope it makes you as happy as you made us that night. Keep up the awesome work!

anniversaries

5 YEARS

Roxana Hernandez ~ Location 084
Danielle Gibbons ~ Location 101

10 YEARS

Angela Williams ~ Location 383
Lance Richard ~ Location 684
Heather Simpson ~ Location 841

20 YEARS

Shannel Fisher ~ Location 946

Northeast Region
Johnstown, PA #534
RVP Jim Brawley
AD Dan Bessemer
GM Kristin Woodard
Sr Asst Manager Sara Snyder

Today we had our son's 13th birthday at the CEC location in Lake Charles, LA. We have had his birthday at this location for the last 3 years. We also visit CEC locations when we are traveling and on family vacations. My son is a bit of a fan. We have always had a great time. This year his birthday celebration at the Lake Charles, LA location was truly phenomenal. Not only did our party hostess (Ishia) do an amazing job making everything perfect for our party, but the manager, Jocelyn was especially amazing. After Ms Jocelyn knew how much our son loves and studies the history of CEC, she went out of her way to make this the best day of our son's life.

Southeast Region
Lake Charles, LA #709
RVP Bill Eich
DM Brian Pitre
GM Josselin Padilla
Cast Member Ishia

Our son had his 5th birthday party there today with 5 kids it was not the first time we've hosted a birthday party at Chuck E. Cheese's and it will not be the last. Our hostess today was special and we want to make sure that you recognize her. Her names is Sky and she went above and beyond for us. My husband and I dropped the ball in several ways but she picked it up for us and kept everything running smoothly. We did not make the party big enough, we didn't have enough food or drinks, the table wasn't nearly big enough, not only did she handle all of our mistakes, but she kept us on track for the party schedule and was cheerful and sweet the entire time. It could have been a real disaster but instead was a great day for our son and I hope that you show her some appreciation for her efforts. There is only one Chuck E. Cheese in this town, so no matter what you guys do you can't lose our business, but she made it so we look forward to coming back!

We celebrated my son's 5th birthday today at your Las Vegas Grand Canyon location and had a great time! Katelyn was our party host and went above and beyond to make sure my son had a wonderful birthday. She was friendly and professional. She is great at multitasking and smiled the entire time. I was so impressed with how well she did her job and I was able to enjoy my son's birthday because she handled everything to a T. I thought you should know how great of an employee you have and we will definitely have more parties here because of her. Thanks for your time.

Central Region
Janesville, WI #728
RVP Chris Kelly
DM Ken Sellers
GM Brandon Kuffer
Cast Member Sky

Western Region
Henderson, NV #314
RVP Tim Kerum
DM Louis Deignan
GM Robbie Marcum
Cast Member Katelyn



sales contest

Thank you to everyone for your amazing efforts in the Stuffed Crust Pizza Sales Contest.

Congratulations to the following Cast Members and Restaurants in ranking in the TOP!

Gift Cards will soon be on their way!

1st – 25th place \$250

1.	April Delgado	863
2.	Ana Luna	446
3.	Camelot Appling	542
4.	Mohammed Yassin	559
5.	Andrea Lucero	446
6.	Brenda Garcia	446
7.	Octavia Diaz	647
8.	Jean Carlos Garcia	646
9.	Angelica Marie Viray	444
10.	D'Morea Acheka	585
11.	Tyler Nelson	329
12.	Dayanha Santillan	585
13.	Estefania Atrian	571
14.	Tashiana Collazo	646
15.	Luis Escalera	482
16.	Diana Machuca	790
17.	Michelle De La Cruz	482
18.	Armaine Jennings	518
19.	Joseph Rosario	478
20.	Jamie Kivitz	449
21.	Mandolyn Raper	708
22.	Samantha Llano	485
23.	Angelica Lora	647
24.	Mykaela Taylor	872
25.	Roody Cantave	755

51st – 100th place \$50

1.	Odessa Riley	327
2.	Kiera Royal	605
3.	Tenzile Tunc	872
4.	Eduardo Alonso	429
5.	Jasmine Powell	066
6.	Leslie Hernandez	585
7.	Adilene Munoz-Santos	446
8.	C'iante Monroe	498
9.	Milagros Henriquez	523
10.	Rachel Hernandez	523
11.	Neyda Moncayo	572
12.	Mary-Emma McRae	521
13.	Fowski Abdilahi	797
14.	Stephanie Umana	531
15.	Melanie Montoya	725
16.	Robert Barrineau	385
17.	Cherri Goodman	439
18.	Hailey Dorey	379
19.	Michelle Santoyo	611
20.	Wendy Tejada	755
21.	Jaquan Mendez	527
22.	Kendra Wagner	834
23.	Terrance Chatman	572
24.	Blake Mendenhall	341
25.	Noah Hartung	646
26.	Alyssa Rodriguez	043
27.	Wilsa Gonzalez	523
28.	Estefani Pledra	571
29.	Brianna Jones	387
30.	Tina Pfeifer	518
31.	Heather Burnett	572
32.	Kevin Montes	647
33.	Joseth Suarez	588
34.	Jayden Bordelon	200
35.	Madison Sheehan	516
36.	Callie Muniz	494
37.	Jasmine Bhathal	872
38.	Josseling Gutierrez-Valle	588
39.	Pamela Olsen	622
40.	Jennifer Monterroso	893
41.	Nancy Smith	668
42.	Kayla Hernandez	588
43.	Kaitlyn Valdez	487
44.	Joshawua Mayfield	578
45.	Mackenzie Lee	382
46.	Mercedes Canter	663
47.	Amy Valdes	424
48.	Precious Foster	553
49.	Cassandra Zolnowski	487
50.	Emily Butt	582

26th – 50th place \$100

1.	JhaTier Robinson	101
2.	Mackenzie Russo	487
3.	Brenda Olvera	790
4.	Juan Morejon Coreas	531
5.	Danielle Kerbs	686
6.	Deborah Rogers	370
7.	Deona Stanley	759
8.	Saul Rivera	646
9.	Juvy Foster	485
10.	Xavier Poindexter	647
11.	Uniyah Garland	035
12.	Margarita DeLeon	580
13.	Allison Roberts	042
14.	Krystal Shepherd	952
15.	Abdimalik Hassan	084
16.	Johnetha McIntyre	424
17.	Javiera Farran	200
18.	Anjelo Mohiuddin	872
19.	Christopher Cubillos	699
20.	Leslly Magana	032
21.	Julezissel Acevedo	518
22.	Apryl Spencer	523
23.	Carolyn Cooper	938
24.	Maria Baquero	647
25.	Raven Washington	200

Top 10 Restaurants

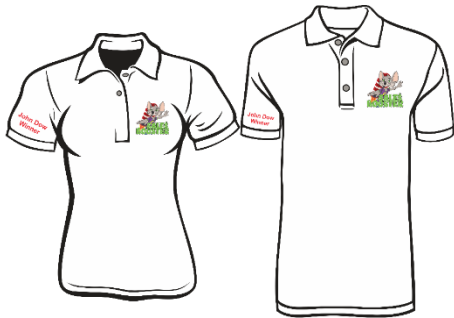
Your pins are on the way!

Name	Store
1. New Hartford, NY	646
2. Bell, CA	446
3. Paramus, NJ	482
4. Houston Willowbrook, TX	585
5. Union, NJ	542
6. Houston Northline, TX	790
7. Houston Meadows, TX	571
8. N Edmonton, AB	835
9. Mays Landing, NJ	518
10. Regina, SK	872

Top Restaurant

The Traveling Trophy and manager shirts are on their way!

New Hartford, NY #646



SHOW 4 - 2017

Show 4 - 2017 is being shipped to all locations on Friday, June 16. The official play dates for Show 4 - 2017 are **June 19 – August 20**.



It may be hot outside, but everybody knows there's nowhere cooler than Chuck E. Cheese's for the summertime and this summer is sure to be the most fun of all! As we continue to celebrate 40 Years Of Fun, we have selected more fun music videos from the past 4 decades which is how long Chuck E. has been bringing the fun! This show contains music from artists such as Kool & The Gang, Lionel Richie, The Backstreet Boys, Kelly Clarkson and many more.

Another exciting addition to this show is the new, "Fun Check" video.



Once an hour, the video will interrupt the show informing guests that it is time for the "Fun Check." When the announcer says, "Fun Check" you respond with whatever you'd like. It can be a shout, a cheer, a hoot, a holler, anything to show our guests, (and more importantly ourselves) that we are having fun in what we do! Reach out to your District Ambassador of Fun to find out if there are any Fun Checks that are specific to your district or region. If not, **now is the time to create one!** If you need a suggestion, we recommend throwing your hands in the air and shouting out a joy-filled, "WOO-HOO!" Thanks again for all your hard work. Have a great Summer of Fun! Below are the show release dates for the rest of 2017:

- **Show 4 – June 19 thru August 20**
- **Show 5 – August 21 thru October 1**
- **Show 6 (Chucktober) – October 2 thru October 31**
- **Show 7 – November 1 thru November 19**
- **Show 8 (Holiday) – November 20 thru January 3, 2018**

risk management

Door Decals

By now, everyone should have received two replacement "Chuck E. Cheese's uses Digital Surveillance Cameras" stickers.



If you need additional decals they can be ordered using your BOH computer – item #PR0015 Please place the sticker in the corner of the glass on the front doors near the handles as soon as you receive them. See below for an example of where to place the sticker.



If you have any questions, please reach out to Tim Ferrell in risk at tferrell@cecentertainment.com

learning & development

Celebration Cookie



In this weeks mail from the Support Center you will be receiving the SMTS for the Celebration Cookie, a new addition to your current Celebration Package. The celebration cookie will go live on Monday, June 19th. Further information regarding this promotion soon to come from Marketing, stay tuned!

Support Center Spotlight!



Sandra Phanourath
Marketing Promotions Specialist
Joined the Chuck E. party in July 2016
Nominated by: Adam Conrad

Sandra has been nothing but amazing to deal with and always has a great attitude and genuine excitement about building sales for our concept. I had the chance to go through one of Sandra's LSM 101 classes and all I can say is WOW! Sandra was super knowledgeable as well as receptive of feedback. I left this class beyond excited to create partnerships in the community that will lead to revenue sources for us. Sandra has a goal of building group sales by 30% and I believe that with her focus, determination, and awesome personality she will definitely achieve that goal. It is refreshing to find someone so excited about sales growth!

purchasing

REMINDER!

The start date to the new PRO ACT ordering site for produce is Thursday, June 22nd.

<https://eservices.proactusa.com/cec>

This site applies to all US and Canadian restaurants **except** those serviced by Sunrise Produce in Southern California

SPT ADDRESS

It has recently come to our attention that not all restaurants are using the correct address for SPT Distribution. The corporate address book has the correct address; however, some restaurants are using their personal address book where the address may be incorrect. Please take the following steps to update your personal address book as soon as possible:

1. After logging in, go to **ship package**
2. Pull up SPT address in personal address book
3. Confirm the address to be:
**7715 SW Topeka Blvd. Forbes Ind. Pk
Topeka, KS 66619**
4. If it does not match, correct the address
5. Proceed to **ship a package**, make it for 1lb and ship it ground so it will not charge you (you are only charged for packages scanned by Fed-Ex)
6. After creating the label, there is no need to print
7. Address should now be updated automatically

Would you like to nominate and recognize someone from the Support Center to be featured in the Focus? Send in your nomination to
learning@cecentertainment.com



CHUCK E. CHEESE'S

HOT JOBS general manager

367 ~ Ladera Heights, CA	613 ~ Douglasville, GA	416 ~ Arlington, TX
378 ~ Laguna Hills, CA	665 ~ Olathe, KS	593 ~ San Antonio Bandera, TX
399 ~ Rohnert Park, CA	767 ~ Baton Rouge, LA	937 ~ Amarillo, TX
404 ~ San Jose Kooser, CA	359 ~ Dearborn, MI	548 ~ Virginia Beach, VA
761 ~ Santa Maria, CA	562 ~ Gulfport, MI	300 ~ Olympia, WA
783 ~ Brentwood, CA	893 ~ Norman, OK	603 ~ Appleton, WI
759 ~ Dover, DE	667 ~ Jackson, TN	604 ~ Madison, WI

tech manager

671 ~ Little Rock, AR	612 ~ Athens, GA	386 ~ Goldsboro, NC
108 ~ Redwood City, CA	613 ~ Douglasville, GA	540 ~ Lancaster, PA
321 ~ Newark, CA	615 ~ Fayetteville, GA	860 ~ Sioux Falls, SD
357 ~ Lakewood, CA	617 ~ Albany, GA	970 ~ Memphis, TN
397 ~ Macarthur Park, CA	829 ~ Muskegon, MI	586 ~ Austin/Arbor Walk, TX
439 ~ National City, CA	542 ~ Union, NJ	856 ~ Waco, TX
633 ~ Roseville, CA	524 ~ Middletown, NY	604 ~ Madison, WI
433 ~ Pembroke, FL	374 ~ Jacksonville, NC	842 ~ Milwaukee, WI

DISTRICT MANAGER

District Manager

Based in Kansas City, MO

DISTRICT TECH MANAGER

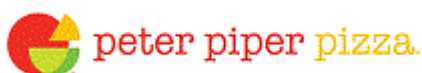
District Tech Manager

Based in Sharonville, OH

District Tech Manager

Based in Vestal, NY

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

General Manager
General Manager
General Manager
General Manager
General Manager

Del City, OK #1258
Green Acres, FL #1266
Las Vegas, NV #1256
Glendale, AZ #1281
Albuquerque, NM #1255

Please visit www.peterpiperpizza.com to review all open Peter Piper Pizza positions